



Nikke Global <k.nikke.global@gmail.com>

Request for refund due to false advertising defective to specifications

3 messages

Nikke Global <k.nikke.global@gmail.com>

Tue, Dec 20, 2022 at 5:50 PM

To: help@nikke-en.com

Hi Nikke Customer Support,

I am emailing you regarding the game "NIKKE: Goddess of Victory" in requesting a full refund of the money I have spent on the account with ID 00004499 due to the following reasons:

- 1) Continual failures to address game descriptions to match their in game actions. These incorrect descriptions that do not perform in accordance to specifications have affected my gameplay and the money I spent on those areas of gameplay
- 2) False advertising of the banner drop rates. This was later publicly admitted to being incorrect by the developers, but I do not feel the apology and compensation to be acceptable.
- 3) Continual lag and performance issues on devices that are significantly higher spec than those listed on the official recommended specs page
- 4) PvP arena matchmaking issues that have resulted in loss of ranking points that I have spent money on
- 5) Various other gameplay related issues that have been persistent for over a month and have negatively affected my gameplay experience and reduced or nullified the effectiveness of my in app purchases per specification.

Please advise on the process for receiving the refund for the money I spent on this game. I understand that my account's gem balance may go negative due to this refund. I have also contacted Google Play Customer Support about this issue and was told that refunds are processed by the developer and to contact this email for this refund process.

Thank you

Goddess of Victory: NIKKE Support <help@nikke-en.com>

Tue, Dec 20, 2022 at 5:51 PM

Reply-To: help@nikke-en.com

To: k.nikke.global@gmail.com

Dear Commander,

Thank you for contacting GODDESS OF VICTORY: NIKKE Support.

As you have contacted us through email, we would appreciate it if you could help fill in this form for your issue. As different issues require different types of information for us to investigate the situation, when the form is filled in correctly it helps reduce delays from having to request information that may not have been provided yet. We apologize for the inconvenience in filling the form if you have already provided all required information for investigation, and appreciate your understanding and cooperation.

[Technical Support Enquiry Form](#)

Goddess of Victory: NIKKE Support <help@nikke-en.com>

Tue, Dec 20, 2022 at 8:51 PM

Reply-To: help@nikke-en.com

To: k.nikke.global@gmail.com

Dear Commander,

This is an automated response from the GODDESS OF VICTORY: NIKKE Support Team.

As our Support team is currently dealing with a large number of tickets, it may take some time before we are able to address your issue in person. Our apologies for the issue you are experiencing and for our delayed response. In the meantime, we would like to provide you an update on the most common issues our team has been working on, until we can get back to you in person. Please rest assured this is not a replacement for a proper response; if you are

receiving this message, it means we have received your enquiry and will get back to you as soon as we can.

1. Issue with not receiving items from the ingame mail system

- Compensation has been sent to players affected on 4-5 November. We are currently manually processing cases that happened after that, so it may take some time before we can investigate more recent cases. We are aware this issue is still occurring (and some users were unable to collect the maintenance compensation for the 8th December update), and the team is still trying to work on a fix for this.

2. Issue with system errors occurring when receiving items in general

- This occurs with mission, achievement and other assorted rewards, and is generally summarised as a system error indicating a reward has already been received on the system side of the records, even though it is not displayed as received on the player's application. Some players have been able to resolve these issues by reinstalling the game to forcibly refresh data, but there are some cases where even after a reinstall, the data displayed still does not match the server causing system errors to continue. We are also individually investigating these cases in chronological order, so it takes some time until more recent reports can be processed.

3. Issue with system errors occurring with Recruitment

- This tends to occur when network instability happens during recruitment. As whether Gems/Recruit Vouchers are deducted when the error occurs, as well as whether Nikkes are actually recruited when the error occurs varies from case to case, each case requires individual investigation, and this is a similarly time consuming process. Users affected on 4-5 November should already have received compensation through the mail system, and we are manually investigating all reports after that.

4. Issue with the user interface not being displayed in the Lobby (New)

- This occurs with certain languages including Thai, where the Lobby background loads without the user interface or Nikke. A temporary workaround for this issue is to set your system language to English, restart the device and access the game again, while we work on a more permanent fix to this issue.

5. Issue with the Special Arena tutorial not being displayed properly (New)

- As the Special Arena is not open yet, the tutorial will guide Commanders to access a function that cannot be accessed causing the guide to stall. Please use the Skip button in the top right to skip this tutorial for now.

6. Interceptions displaying the wrong equipment drops

- A recent bug caused the equipment drops from the previous manual Interception attempt to display as the drop for the Quick Battle Interception clear. However, please rest assured that this is only a graphical bug, and the equipment is actually normally obtained in the inventory. We are currently investigating this issue.

7. Accounts appearing to be reset

- Account data is not reset or deleted by the maintenance. If when logging in after the update you appear to restart from the tutorial, chances are high that you have not used the same method to log in as the method which was used to create the account. If you have received an email from verificationcode@nikke-official.com, the email address containing it is likely the one used to create your account. If you have never received such an email in any of your accounts, your account was likely created with a social network service account. Please try the accounts in your possession; the correct account type + region combination will result in logging back into your desired account. Please note that guest accounts can only be logged in on the same device they were created with.

8. The update on 8 December has resolved a large number of long-standing bugs including but not limited to:

- Combat data synchronization errors after certain combats
- Freezes on the Harmony Cube screen
- Vesti's Burst skill dealing only 1 damage
- Burst skills applying Level 1 effects rather than their correct levelled effects
- Chance-dependent buffs activating all the time instead of at the declared percentage
- Ammunition being refilled after ammo capacity buffs/debuffs end

If affected by any of these bugs in the past, please check again to see if these still present issues after the patch.

Please refer to [Optimization on December 8] in the ingame System Notice for a full list of optimizations and bug fixes.

Please let us know if your issue is resolved with the information we have sent above. Otherwise, when reviewing your enquiry we will operate with the understanding that your enquiry is either unrelated to the above content, or has not yet been resolved, if it is related to one of the points above.

We would like to apologise again for the delay until our support staff will be able to review your enquiry. We appreciate your understanding and patience in the meantime.

Best Regards,

GODDESS OF VICTORY: NIKKE Support